

MEALS ON WHEELS DRIVER
VOLUNTEER HANDBOOK

A meal, and
so much more.



WE ARE
Meals On Wheels
So no senior goes hungry.

ESTUARY COUNCIL OF SENIORS

220 MAIN STREET

OLD SAYBROOK, CT 06475

860-388-1611

WHO WE SERVE:

- Any individual sixty years of age or older who is homebound.
- The spouse of the eligible home delivered meals recipient, regardless of age, if it is in the best interest of the older person.
- A non-elderly disabled person who is a member of the household of an elderly home delivered client.
- Individuals who are willing to abide by the guidelines of service, including home assessments by staff, willing to accept meals in person, and notifying the Nutrition Coordinator of scheduling conflicts.

Meals on Wheels Driver Responsibilities.

A meal delivery volunteer brings meals to our homebound clients in the community.

- Meals need to be picked up between the hours of 10:00AM AND 10:30 AM.
- Wear your ID badge at all times to reassure clients of who you are and where you are from.
- Check the route sheet for any changes prior to your departure.
- Make sure the meals in the carriers match the number of meals needed on your route sheet.
- Load the carriers into your car and proceed with the deliveries. No route should take longer than 2 hours.
- At the clients home remove a hot meal and a cold pack from each of the carriers. (If the client gets a dinner, find the dinner in the cooler with their name written on it.)
- Please when knocking on the door give the client plenty of time to answer. Many are hard of hearing or have difficulty walking.
- Follow any special instructions if noted on the route sheet.
- Hand the meal to the client, or put the meal in the refrigerator, as specified by the client.
- Use this time to exchange greetings and do a quick visual assessment of the home.
- Please hand the route sheet in or dispose of properly (by shredding). This will safeguard our clients personal information.
- Please use your scan card to report your volunteer hours.

Remember it is not how fast you can deliver a meal, it is the human touch you bring to our homebound friends. Because you may be the highlight of their day, it is quite appropriate to chat with them a few minutes. You are also checking on their general state of wellbeing. Any concern should be reported to staff so we can follow up.

POTENTIAL ISSUES DURING DELIVERY

THE ROUTE SHEET DOESN'T MATCH THE MEALS IN THE CARRIERS

(Please count your meals and cold packs before you leave the Estuary.)

- Notify the Nutrition Coordinator or any other available staff.
- A meal and/or cold pack will be assembled for delivery.
- If it is an extra meal, you may ask if someone on your route would like it. (free of charge).

THERE IS NO ANSWER AT THE DOOR:

- If possible call the individual using the number on the route sheet.
- Call the emergency contact listed.
- Do not leave the meal - the client **MUST** be there to receive the meals.
- Place a door hanger on their door to let them know that you were there.

UNDER NO CIRCUMSTANCES SHOULD A MEAL BE LEFT IN A COOLER OR OTHER CONTAINER OUTSIDE THE HOME!

This is a direct violation of food safety standards and can endanger the health of the client.

THE PERSON APPEARS TO BE INJURED OR ILL.

- If it appears to be an emergency **CALL 911.**
- Do not attempt to move or transport the person if they have fallen. **CALL 911**
- Stay with the person until emergency services have arrived.
- Notify the Nutrition Coordinator: 860-388-1611 x 217.

THE PERSON IS UNHAPPY, ANGRY, COMPLAINS OR ARGUES.

- Acknowledge the concern patiently without making any promises.
- Encourage the person to call the Estuary MOW Nutrition Coordinator to discuss the issue.

THE PERSON WANTS TO PAY ME FOR THE MEALS.

Never accept funds or gifts of value from a client. Instruct the meal recipient to send their contribution directly to the

Estuary Council of Seniors
220 Main ST
Old Saybrook, CT 06475.

Inclement Weather Alerts

We do not deliver meals if the roads are too dangerous for our volunteers and employees.

If the Old Saybrook Public Schools are CLOSED we are closed.

Our closings will be announced on the following television stations:

Channel 3 WFSB

Channel 4 WNBC

Channel 8 WTNH

We provide our clients with a Shelf-Stable meal to be used when we cannot deliver meals.

Do we deliver on Holidays?

No, but we provide a frozen meal that is delivered prior to the following holidays:

- New Year's Day
- Martin Luther King Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day
- Christmas Day